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METHOD AND SYSTEM FOR AN AUTOMATED DEPARTURE STRATEGY

ABSTRACT OF THE DISCLOSURE

A method and system for an automated departure strategy from an automated system includes a track engine and an error engine. The track engine allows for the tracking and storing of one or more utterances spoken by a caller in response to one or more prompts. addition, the track engine classifies each of the utterances with a confidence level. The error engine determines when one of the utterances initiates an error condition and transfers the caller to an operator on the occurrence of the error condition. In addition to transferring the caller to the operator, the error engine plays to the operator an error utterance, causing the error condition, and a preceding utterance, preceding the error utterance. Furthermore, the error engine populates an operator screen with information provided by the caller in the utterances for utterances classified with a high level of confidence.